

Welcome to the Eligibility Policy Manual

Our New Manual

This manual was first published on our internal web site, the AHCCCS Infonet, in September 2004.

The primary purpose of the [Eligibility Policy Manual](#) is to provide AHCCCS Eligibility staff with detailed policy and instructions to enable them to make accurate eligibility decisions for the following AHCCCS Health Insurance programs:

- AHCCCS Freedom to Work;
- Arizona Long Term Care System (ALTCS);
- Breast and Cervical Cancer Treatment Program (BCCTP);
- Medicare Cost Sharing Programs (QMB, SLMB and QI-1);
- Supplemental Security Income Medical Assistance Only (SSI MAO).

This manual also provides an overview of all health insurance programs of the Arizona Health Care Cost Containment System Administration (AHCCCS).

You may notice some slightly different formatting in a few of the chapters. We are in the process of converting to a consistent format throughout the entire manual but still wanted to make it available to users as soon as possible. In order to reduce costs associated with issuing a paper manual, we plan to stop distributing updates to the paper manual effective July 1, 2005. Therefore, AHCCCS will not endorse the accuracy of information contained in the hard copy paper manual after that. You will have immediate access to the most current policy by using this on-line manual.

Availability

This manual is available to AHCCCS staff internally through the AHCCCS Infonet.

Beginning July 1, 2005, this manual is also available to the public through the AHCCCS public web site.

Staff at the SSI MAO Office or at any of the ALTCS offices must allow the public to view this manual in the office upon request.

Notice to the Public

This manual consists of:

- Substantive policy statements, and
- Internal staff instructions (for AHCCCS staff only).

The following statement regarding the substantive policy statements is required by ARS 41-1091:

This substantive policy statement is advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the Arizona administrative procedure act. If you believe that this substantive policy statement does impose additional requirements or penalties on regulated parties, you may petition the agency under Arizona Revised Statutes section 41-1003 for a review of the statement.

Policy Changes

AHCCCS staff are notified of changes in the manual through on-line Eligibility Policy Manual Transmittals. When updates are issued, the Program Support Administration sends an email to all AHCCCS eligibility staff that provides a link to the transmittal in the on-line transmittal history directory. They can also view the transmittal history by clicking on the link below the Table of Contents on the Eligibility Manual home page.

No electronic or paper notice of updates will be issued to the public. The transmittal history, with links to all transmittals issued to AHCCCS staff, is also available to the public from the Table of Contents on the Eligibility Manual Home Page.

**Forms
(AHCCCS
staff only)**

Access to agency forms is only available to AHCCCS staff. A link to AHCCCS eligibility forms that are not produced through ACE is available below the Table of Contents on the Infonet version of the manual.

For each form AHCCCS staff may:

- Read the form instructions;
 - Print a copy of the form in English (or Spanish, when available); or
 - Complete the form using a form template in English (or Spanish, when available).
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Other Manuals The KidsCare Manual contains eligibility policy for the KidsCare (KC) and Health Insurance for Parents (HIFA) programs.

Health Care Group Administration maintains eligibility policy for Health Care Group (HCG).

The AIM BIG manual contains eligibility policy for the AHCCCS Health Insurance programs for which the Department of Economic Security (DES) determines eligibility:

- Families with Children;
 - Medical Expense Deduction (MED);
 - Pregnant Women;
 - S.O.B.R.A. Child;
 - Title IV-E Foster Care and Adoption Subsidy; and
 - Young Adults Transitional Insurance (YATI).
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Navigational Tools

On-line Advantages The on-line format allows you to locate information easily and quickly in a variety of ways. AHCCCS staff have the ability to search the eligibility policy manual for information using key words or phrases.

The search function on the agency's public web site looks through the entire AHCCCS site for the word or phrase requested.

Table of Contents The table of contents expands to provide a listing of the sections and subsections within each chapter.

Advantage	Disadvantage
Using the Table of Contents is the quickest way to locate information when you know the approximate location of the policy and just need to look it up to read the details.	You could miss reading information in other subsections, sections or chapters that is also relevant to your topic.

Hyperlinks A hyperlink is a manual reference, phrase or Internet address that is underlined and appears in blue that you can click on to directly go to that manual reference, phrase or Internet address.

Hyperlinks to Other Manual Sections

Hyperlinks to other sections of the Eligibility Policy Manual begin with “MS” followed by a section/subsection number.

Click on the hyperlink to read the other section of the manual that is referenced. In general the hyperlinks will lead you to definitions or related policy that will clarify the policy you are reading.

Clicking on the "Back" button in your web browser's toolbar to return to the previous page.

Hyperlinks to Processes (AHCCCS staff only)

Hyperlinks to processes are phrases that usually beginning with “How to...” that provide procedures or processing instructions related to the policy. **Process hyperlinks are only available to AHCCCS staff through the agency's internal Infonet and are not enabled from the AHCCCS public website.**

AHCCCS staff can click on the hyperlink to view the referenced process.

Clicking on the Back button on the toolbar will return you to the previous section.

Hyperlinks to External Websites

This manual provides hyperlinks to sites on the internet that may provide additional information, such as legal references or tools such as the Kelly Blue Book, to help the Eligibility Specialist. These links are available to the public as well as AHCCCS staff.

Please read the AHCCCS Web Site Privacy Policy Statement Disclaimer at: <http://www.ahcccs.state.az.us/Site/WebPrivacyStatement.asp>

Printing

This online version of the manual wasn't designed to be printed, as one of our primary reasons for creating it was to eliminate printing expenses. Pressing the print key on your web browser will print the entire web page where the section of the manual you are viewing is found. In most cases, this will result in several pages of unwanted printed material.

**Problems and
Comments**

Please let us know if you find:

- A non-functional hyperlink;
- A manual section hyperlink that does not appear to go to a relevant section;
- A hyperlink to a site on the Internet that is non-functional or has been changed or removed. (Please do not report instances where the site is temporarily unavailable due to maintenance or construction);
- A place where a hyperlink is needed;
- Typos, grammatical errors, omissions; or
- Policy that is not clear.

Contact the Program Support Administration at:
eligibilitypolicymanual@ahcccs.state.az.us .
